City of South Bend
AnyConnect Client Installation and Login Directions
June 12, 2012
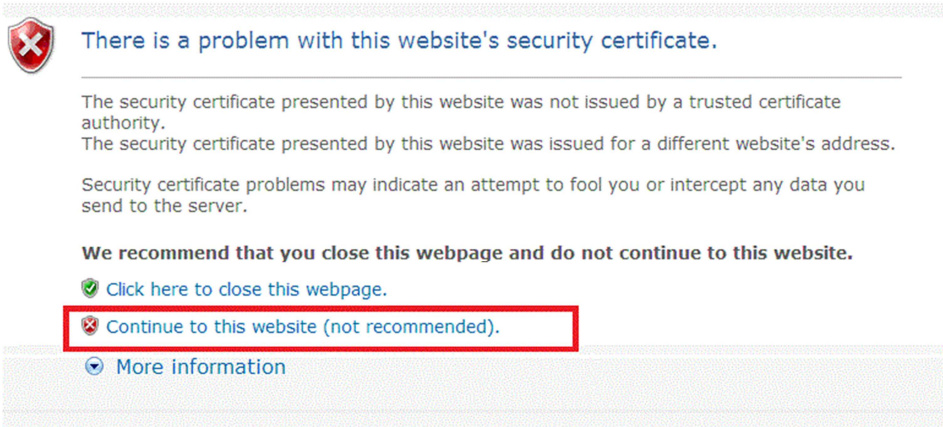*Revision 4.0*

Section I. Pre-Requisites

You must have an Active Directory Account and be assigned to the correct User Groups. Department Head Approval may be required to allow VPN connection to the City Network.

You may be required to install the Java Runtime Environment before you will be able to successfully install the AnyConnect program. You can download this Java program at http://www.java.com.

Section II. First Time Use - Installing the Any Connect VPN Client

The Cisco AnyConnect VPN client is a web-based VPN client that does not require user configuration. VPN is a secure method of accessing City of South Bend computer resources.

1. Point your browser to https://sslvpn.southbendin.gov

2. Make sure City Employee is selected for the GROUP. Enter your Active Directory username and password.

3. Click Login

4. The AnyConnect Client will begin the installation process.

5. Answer Yes to any Security Alerts
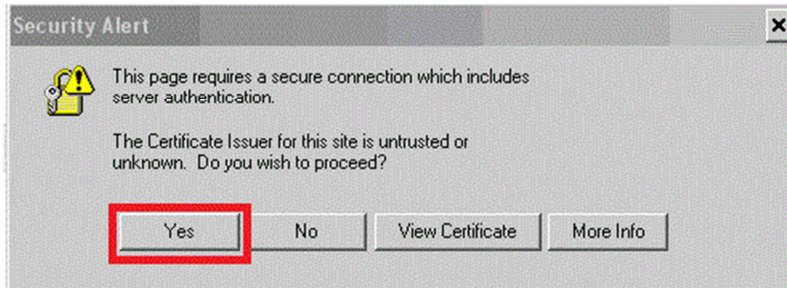
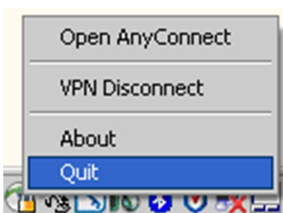6. Once the installation is completed, you will receive message stating "Connected to sslvpn.southbendin.gov"
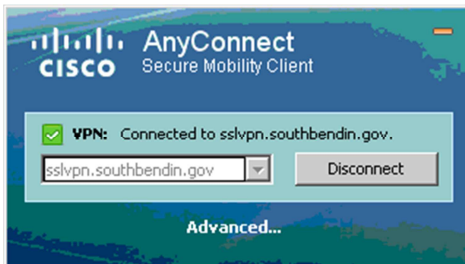
7. The Cisco AnyConnect Client Icon will appear in the Notification Tray.

8. You can disconnect the session by clicking the Disconnect button on the AnyConnect Client or by right-clicking the AnyConnect Notification Icon and selecting VPN Disconnect or Quit
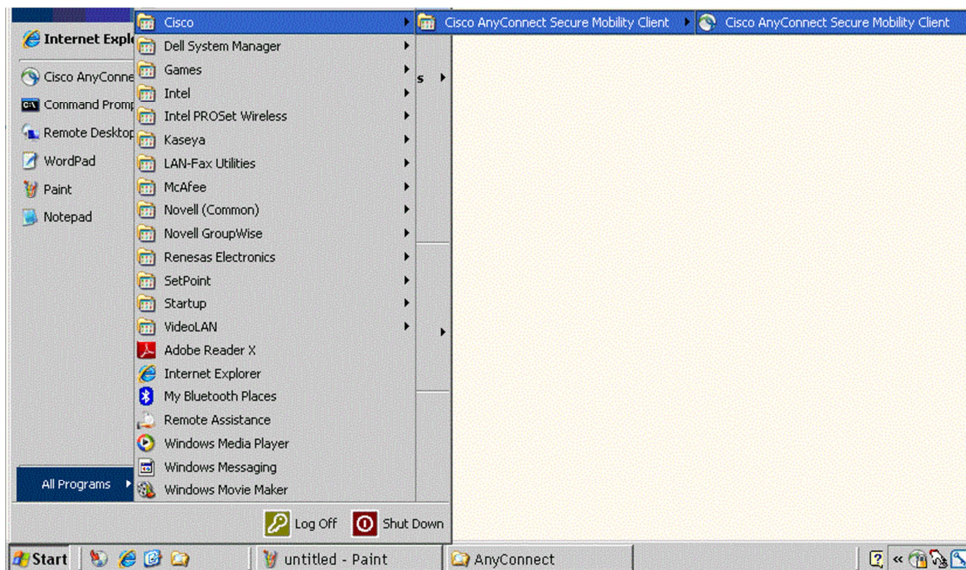
Section III. Subsequent Use – Using AnyConnect to Access the City of South Bend Network

Once the AnyConnect Client is installed on the machine, you only need to launch the client and login.

1. Click Start > All Programs > Cisco > Cisco AnyConnect Secure Mobility Client > Cisco AnyConnect Secure Mobility Client

2. Verify the City Employee GROUP is selected and login with your Active Directory Username and Password.
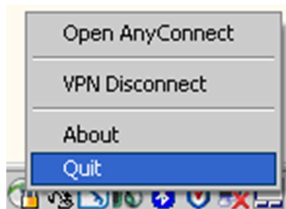
3. You can disconnect the session by clicking the Disconnect button on the AnyConnect Client or by right-clicking the AnyConnect Notification Icon and selecting VPN Disconnect or Quit
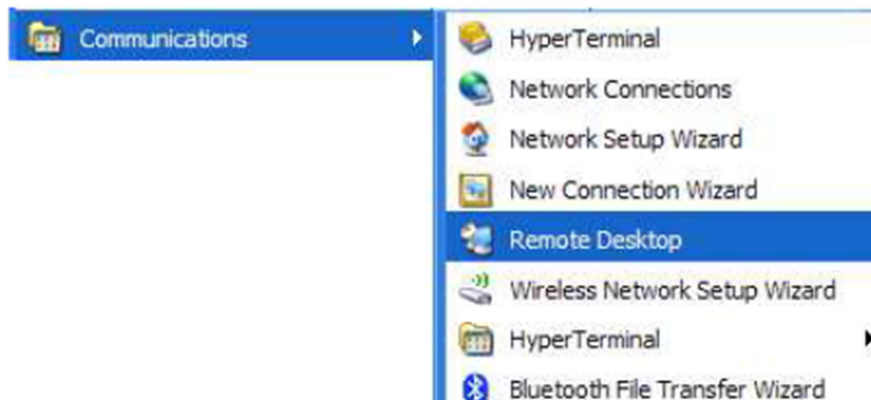

Section IV. Accessing the City of South Bend Network using Remote Desktop Connection

Once you have connected to the VPN, you can access the City of South Bend Network with your laptop, or using a Terminal Services Server.

1. Start the Remote Desktop Session > Click Start > All Programs > Accessories > Communications > Remote Desktop Connection

    For the computer name, type: **VPN**
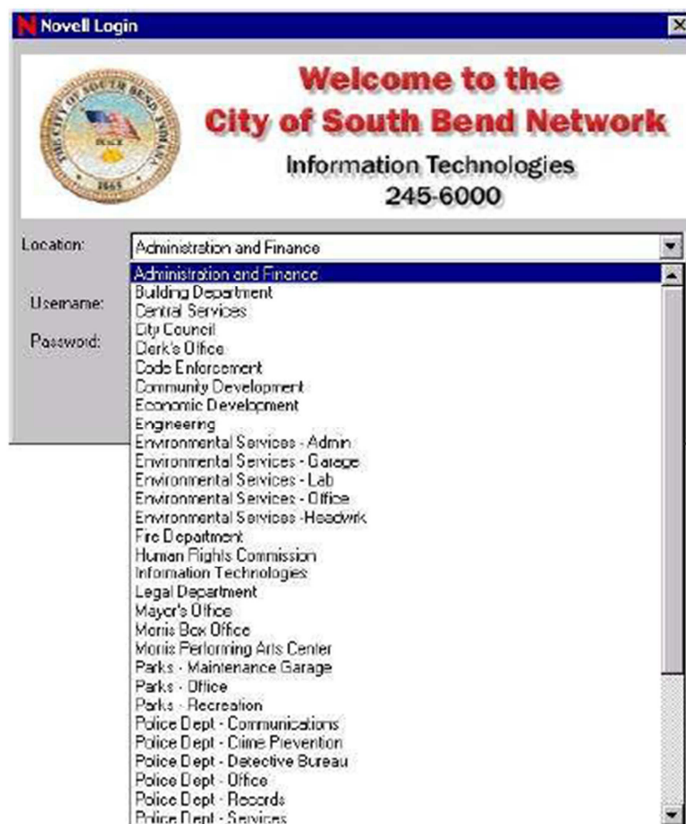
2. Using the Remote Desktop Connection application, you can login to the City of South Bend Network and access your network files and the most common applications.

3. Select your department from the drop down menu on the Novell Login box. In most cases, your Novell User ID is your first initial and the first 7 letters of your last name.
   ***Example: the user name for John Thompson would be JTHOMPSO***

4. Enter your Novell password.

Section V. Logging off the Remote Desktop Connection and Disconnecting from the VPN

Once you have completed your work, click Start > Log off (notice you will not have the option of restarting or shutting down the computer). This will disconnect your Remote Desktop Connection into the VPN server. You will still be connected to the City's network until you disconnect your session.
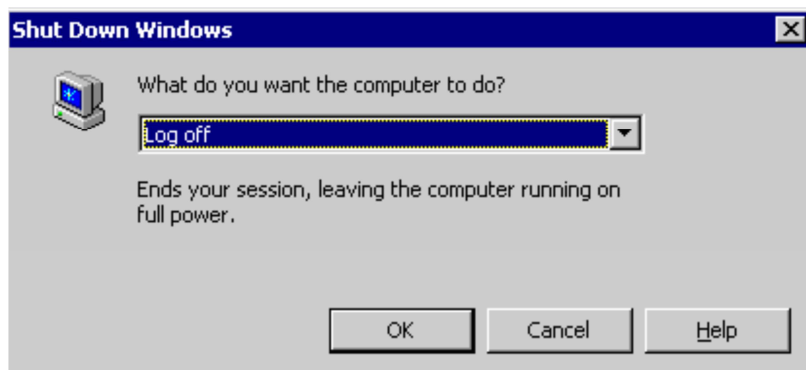
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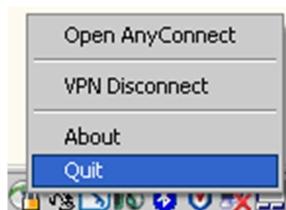
Section VI.   Reporting Problems

10.0 Reporting problems
Contact Information Technologies @ 245-6000 during normal business hours (8:00-4:30 M-F).
When reporting problems with the City's VPN system, it is best to include as much information about the problem as possible. Please be sure to include the following in all problem reports.

1. Your name, daytime and evening phone numbers and email address.

2. Operating System of the computer you are using.

3. Version of Web Browser you are using.

4. A brief, specific description of the nature of the problem, include all error messages.

5. Some indication as to when problems first began. Indicate if you have successfully connected in the past, did anything change?